

RecordNumber	Category	DaDate	DaTime	ContactedBy	District	ReceivedBy	GeneralDescription	Resolution	Status
6	Retrieval	08/10/1999	10 AM	KATHY HANDCO	District 6	VERN DANFOR	CANNOT RETRIEVE DOCUMENTS THAT WERE ATTRIBUTED IN THE CAPTURE	THE ATTRIBUTION	Fixed
7	Attribution	08/11/1999	4 PM	KATHY HANDCO	District 6	VERN DANFOR	KEEPS GETTING ERROR MESSAGE THAT THE DOCUMENT TRAY IS BEING USED	WHEN TRYING TO	Fixed
8	Retrieval	08/12/1999	4 PM	KATHY HANDCO	District 6	VERN DANFOR	COULD NOT RETRIEVE A DOCUMENT	SEARCH WAS	Fixed
9	Can not login	08/13/1999	8:30 AM	KATHY HANDCO	District 6	VERN DANFOR	ERROR "CONNECTION TO PIPELINE IS LOST" WHEN FIRST LOGGING ON.	NONE, SERVER	Fixed
10	Retrieval	08/19/1999	1 PM	CAROLINE JOYNT	District 1	MAVIS-VERN D	DAN PIPKIN GET THE FOLLOWING ERROR WHEN TRYING TO RETRIEVE A	CLOSED OUT P	Fixed
11	Can not login	08/19/1999	1 PM	CAROLINE JOYNT	District 1	MAVIS-VERN E	KAY HOWELL - SEBRING GETS THE FOLLOWING ERROR "ACCESS TO DATA	ORACLE WAS	Fixed
12	Can not login	08/19/1999	9 AM	STEVE GUY	District 9	VERN DANFOR	CANT LOG INTO D3 ARCHIVE	CREATE SQL NE	Fixed
13	Attribution	08/23/1999	9 AM	DAVE RICHEY	District 1	VERN DANFOR	A USER WAS UNABLE TO OPEN TRAY, DOCUMENTS WERE SENT TO THE A	PASSWORDS W	Fixed
14	Retrieval	09/02/1999	9 AM	KATHY HANCO	District 6	VERN DANFOR	DOCUMENTS WERE SCANNED AND ATTRIBUTED BUT WERE NOT SHOWING	THE PIPELINE	Fixed
15	Retrieval	09/03/1999		DALE BARNETT	District CO	VERN DANFOR	USERS THROUGHOUT D6 WERE UNABLE TO RETRIEVE ANY DOCUMENTS	THE ARCISADM	Fixed
16	Can not login	10/29/1999	2:40 PM	CARL GOFF SS1	District 1	WINDY MARSH	FOR THE LAST 2 DAYS USERS HAVE BEEN UNABLE TO ACCESS EDMS. ATTE	SERVICES WERE	Fixed
17	Other	12/16/1999	4 PM	JAUN URBAY\	District 6	VERN DANFOR	5131 RUNTIME ERROR	TURN OFF NOR	Fixed
18	Retrieval	12/01/1999		LINDA LITTLE	District 3	VERN DANFOR	STORED PDF'S NOT VIEWABLE	THIS IS FIXED	Fixed
19	Can not login	12/27/1999		JOHN CORLEY	District CO	WINDY MARSH	COULD NOT LOG IN	ORACLE RELOA	Fixed
20	Capture	01/27/2000	12 NOON	TIM GOUGH	District 5	WINDY MARSH	USER IN OCALA IS LOCKED OUT OF TRAY. NO ONE CLAIMS RESPONSIBIL	DALE BARNETT	Fixed
21	Other	02/15/2000	3 PM	WINDY MARSH	District CO	BILL AT YANG	DOCUMENTS WERE GATTING STUCK IN THE STORED SECTION OF THE PI	DID NOT RESOL	Fixed
22	Capture	02/03/2000	8 AM	WINDY MARSH	District CO	BILL @ YANG	ARCIS IS WRITTING THE FILES INCORRECTLY BECAUSE OF NON COMPLIA	???????	Fixed
23	Can not login	02/10/2000	12 NOON	TIM GOUGH	District 5	WINDY MARSH	TIM CASUALLY MENTIONED THAT D5 SERVER HAD BEEN DOWN FOR A C	DALE BARNETT	Fixed
24	Can not login	02/16/2000	NOON	CAROLUN LOVE	District 5	WINDY MARSH	USER WAS UNABLE TO REENTER ATTRIBUTION CLIENT EVEN THOUGH TH	USER HAD ACCI	Fixed
25	Capture	02/17/2000	1 PM	JANE MORRIS	District 5	WINDY MARSH	USER SCANNED AND PRE-ATTRIBUTED THE DOCUMENT BUT RECEIVED TI	USER WAS NOT	Fixed
26	Attribution	02/17/2000	3 PM	DAVID RICHEY	District 1	WINDY MARSH	SAM JOSEPH CANNOT SUCCESSFULLY ATTRIBUTE DOCUMENTS. HE APPE	CALLED BILL D	Fixed
27	Attribution	02/15/2000	4 PM	MIKE MCCALL	District 1	VERN DANFOR	A SUBSET OF DOCUMENTS (ABOUT 90) ARE STILL STUCK IN THE TRAYS US	THIS PROBLEM	Fixed
28	Capture	02/28/2000	10 AM	RONNIE KLIEN	District 6	WINDY MARSH	IN CAPTURE, PROGRAM DOES NOT ALLOW US TO ACCEPT PAGES. THE EF	PROBLEM WAS	Fixed
29	Attribution	03/03/2000	9 AM	TOM SCRIMPNI	District 1	VERN DANFOR	WHILE ATTRIBUTING A DOCUMENT, WHENEVER THE GROUP LIST IS SELE	THE SPLCPF IS	Fixed
30	Capture	04/06/2000	10 AM	DALE BARNETT	District 1	WINDY MARSH	FLORENCE SWAIN CANNOT SEND ITEMS TO ATTRIBUTION FROM SCANN	USER WAS NOT	Fixed
31	Attribution	04/25/2000	5 PM	MELINDA RAIN	District 2	VERN DANFOR	USERS WERE ASKING FOR A WAY TO COLLATE THE DOCUMENT BEFORE T	USERS HAD FOI	Fixed
32	Attribution	05/04/2000	10 AM	MARIA RODRIG	District 6	WINDY MARSH	APRIL'S TRAY IS LOCKED EVEN THOUGH NO ONE IS USING IT.	ARCIS SERVICE	Fixed
33	Can not login	05/05/2000	8 AM	JOHN CORLEY	District CO	WINDY MARSH	ATTEMPTS TO LOGIN TO ARCIS WERE UNSUCCESSFUL	USER WAS NOT	Fixed
34	Can not login	05/08/2000	9 AM	RICK WHITE	District CO	WINDY MARSH	D4 AND D5 ARE NOT ALLOWING USERS TO LOGIN.	SERVICES FOR I	Fixed
35	Capture	05/22/2000	7 AM	DALE BARNETT	District 1	WINDY MARSH	DISTRICT1 HAS A TRAY HUNG DUE TO A POWER SURGE. THEY REQUEST TI	SERVICES WERE	Fixed
36	Can not login	06/13/2000	7 AM	MELINDA RAIN	District 2	WINDY MARSH	NONE OF THE USERS CAN LOGIN THEY RECEIVE THE ERROR	SERVICES FOR	Fixed
37	Attribution	06/22/2000	11 AM	CARL GAUGH	District 1	DALE BARNETT	A USER HAD LOCKED UP A TRAY AND NEEDED THE SITUATION CORRECTE	DALE CHECKED	Fixed
38	Installation	06/27/2000		LINDA LITTLE	District 3	VERN DANFOR	AT THE END OF THE INSTALLATION OF ARCOS 7.0 THE ERROR MESSAGE	THERE IS NOT E	Fixed
39	Attribution	06/30/2000	11 AM	MARIA RODRIG	District 6	WINDY MARSH	TRAY STUCK IN D6	SERVICES CYCL	Fixed
40	Capture	07/18/2000		BUDDY	District 2	VERN DANFOR	CAPTURE GIVES MESSAGE THAT IT IS UNABLE TO STORE THE DOCUMENT	DPDQCS SHARE	Fixed
41	Capture	07/24/2000	11 AM	MELINDA RAIN	District 2	VERN DANFOR	WHEN SCANNING IN A MAP IT SCANS IN AT A 45 DEGREE ANGLE EVENTH	ARCIS HAS A SE	Fixed
42	Capture	07/26/2000	9 AM	HECTOR MATO	District 5	WINDY MARSH	HECTOR MANTOS HAS A TRAY THAT WAS LOCKED UP DUE TO A LIGHTNII	SERVICE WILL	Fixed
43	Capture	07/26/2000	9 AM	JANE MORIS	District 5	WINDY MARSH	CAPTUE CLIENT GIVES A RUNTIME ERROR 75	CLEARED SCAN	Fixed
44	Attribution	08/02/2000	8 AM	MARIA RODRIG	District 6	WINDY MARSH	WHILE KAREN RUSSEL FROM THE BISCAYNE OFFICE WAS WORKING IN A	THE CONNECTI	Fixed
45	Can not login	08/01/2001	9:01AM	MARIA RODRIG	District 6	VERN DANFOR	KAREN RUSSELL FROM OUR BISCAYNE 7 OFFICE WAS WORKING IN ATTRI	D6 ARCIS SERV	Fixed
46	Can not login	08/02/2000	12:45	JENNIFER DOE	District 1	VERN DANFOR	TRAY LOCKED BY ANOTHER DOC TOOL ELECTRICAL STORM RESTARTED S	RECYCLE SYSTE	Fixed
49									
50	Can not login	08/15/2000	12:14	STEVE LAVERY	District 2	VERN DANFOR	THE EDMS APPLICATION ONLY VALIDATES THE PASSWORD AGAINST THE	I INSTALLED E	Fixed
51	Can not login	03/30/2001	8:59	DONNA CARUS	District 5	WINDY MARSH	DELL NT MACHINE	SET PERMISSIO	Fixed
52	Other	03/29/2001	3:41	JENNIFER C.	TURNPIKE	WINDY MARSH	CAPTURE ERROR INDICATING DUP. FILE- START OVER?	HAD HER TO CL	Fixed
53									
54	Other	03/29/2001	11:00	DONNA DYAL	District 2	WINDY MARSH	DONNA CURRENTY IN CONST. MOVING TO STO. ASSIGNED TO PALAKA E	FOLLOW UP W	Fixed
55	Other	03/29/2001	8:57	MIKE BELLOTTE	District 7	WINDY MARSH	EDMS AND WINDOWS 2000 VERSION CONTROL IS GOING TO WINNT\PR	MOVE THE VER	Open
56	Retrieval	03/28/2001	11:33	BECKY JOHNSO	District 4	WINDY MARSH	HAS SOME USERS FAILED TO ATTACH. DID NOT KNOW SPECIFICALLY W	STILL WORKING	Open
57	Retrieval	03/26/2001	8:19	MELINDA R.	District 2	WINDY MARSH	AS OF LAST THUR. A SCAN STATION STARTED GIVING ERROR:	CLEAR SCAN P	Fixed
58	Other	03/28/2001	9:01	TERSA HOLIDA	District 2	WINDY MARSH	NEEDED TO USE REDATION TOOL AND COULD NOT FIND IT.	REFERRED TO P	Fixed
59	Installation	03/23/2001	11:30	JUAN ARBAY	District 6	WINDY MARSH	INSTALLING TO TEST, UNABLE TO CONNECT.	HOST NAME IN	Fixed
60	Retrieval	03/28/2001	7:50	TIM GOUGH	District 5	WINDY MARSH	D5 ARCIS EDMS AND DOMAIN AUTHENTICATION ISSUES	RESOLVED BY	Fixed
61	Installation	03/21/2001	3:40	RITA SWISHER	District 2	WINDY MARSH	ASSIST WITH INSTALLATION FOR S & M TEST ARCHIVE	INSTALLS WAL	Fixed
62	Can not login	03/21/2001	10:00	GEORGE TEDDE	Other	WINDY MARSH	UNABLE TO LOGON TO ARCHIVE PERHAPS THE PASSWORD IS WRONG. I	OUTSIDE OF AR	Fixed
63	Retrieval	03/21/2001	11:02	JAN DAVIS	District 3	WINDY MARSH	FAIL ERROR IN ATTRIBUTION, THIS CAN NOTBE PUT IN ARCHIVE SHERI B	USER HAD LOST	Fixed
64	Retrieval	03/21/2001	9:30	ANGIE DELORE	Other	WINDY MARSH	ARCIS ADMIN LOG ON APPEARING ON START UP (VERSION CONTROL)	CHANGE EDMS	Fixed
65	Retrieval	03/19/2001	1:56	SHERRY JOHAN	District 5	WINDY MARSH	USER CAN ACCESS CAPTURE WITHOUT ERROR IF SHE GOES THROUGH TH	DELETED DESK	Fixed
66	Retrieval	03/15/2001	9:23	TOORAJ NOWZ	TURNPIKE	WINDY MARSH	TRAY LOCK SITUATION OCCURS WHEN TWO INDIVIDUALS ATTEMPT TO J	ONCE THE TRAY	Open
67	Installation	03/14/2001	10:27	HUBBARD HAR	District 2	WINDY MARSH	THE ORACLE 805 CLIENT WITH ARCIS JUST FOLLOW THE SAME ORACLE IN	THE ORACLE 80	Fixed
68	Can not login	03/12/2001	11:20	CHRIS SUMMEF	District 7	WINDY MARSH	HAVING A PROBLEM WITH SCANNED DOCUMENTS THAT HAVE BEEN AT	THE REASONS	Fixed
69	Attribution	03/12/2001	2:02	PATRICIA PROC	District 7	WINDY MARSH	IN THE DISTRICT CONS OFFICE THEY ARE HAVING PROBLEM WITH THE SC	PROBLEM CON	Open
70	Can not login	03/12/2001	8:30	JOHN CORLEY	District CO	WINDY MARSH	MARY WARD MACHINE IS ASKING FOR ARCISADM LOGIN OR BOOT	POINT EDMS	Fixed
71	Can not login	03/08/2001	9:35	KEVIN SMITH	District CO	WINDY MARSH	CANT LOG ON TO ARCIS	PROBLEM DUE	Fixed
72	Retrieval	02/21/2001	8:32	JENNIFER AND	TURNPIKE CON	WINDY MARSH	GETTING A PIXEL SCREEN WHEN TRYING TO OPEN A DOCUMENT	PROBLEM WAS	Fixed
73	Installation	02/14/2001	9:34	SANDY	District 7	WINDY MARSH	REQUESTED FOR SCANNER PURCHASE INFOR.	INFORMATION	Fixed
74	Installation	12/14/2001	11:57	BUBBY HARVEY	District 2	WINDY MARSH	MULTIPLE SUPPORT/ INSTALL ISSUES:	DISCUSSED PR	Fixed
75	Retrieval	02/12/2001		THOMAS SCRIV	District 1	WINDY MARSH	RECIEVED MESSAGE ARCHIVE CONNECTION LOST WHEN TRYING TO RETI	ARCHIVE SERV	Fixed
76	Attribution	02/14/2001	8:12	PEDRO BENITE	District 7	WINDY MARSH	ATTRIBUTION LOGON CAUSES DOCUMENTS TO MORE TO ATTRIBUTION	STANDARD SIT	Fixed
77	Can not login	03/30/2001	8:59	DONNA CARUS	District 5	WINDY MARSH	DELL NT MACHINE	SET PERMISSIO	Fixed
78	Installation	04/03/2001	2:24	STEVE LAVERY	District 2	WINDY MARSH	I INSTALLED EDMS ON A PC IN DISTRICT 2. I SET UP OF THE REGISTRY SET	RECOMMENDE	Fixed
79	Retrieval	04/02/2001	11:25	KEVIN SMITH	District CO	WINDY MARSH	CANT ACCESS ARCIS TEST	RECYCLE SERV	Fixed
80	Retrieval	04/02/2001	11:17	DONNA DYAL	District 2	WINDY MARSH	I WAS ABLE TO GET CAPTURE ON ARCIS WORKING FOR BEVERLY IN PALA	WILL GET BACK	Open
81	Retrieval	02/13/2001	1:32	MARY WARD	District CO	WINDY MARSH	I SCANNED AND DID THE ATTRIBUTION OF A DOCUMENT THIS MORNING	WINDY, I RETRI	Open
82	Can not login	01/31/2001	11:00	MARY WARD	District CO	WINDY MARSH	HAVING PROBLEMS GEETING INTO TURNPIKE TRAY. USED THE POMPAN	SOMEONE IN T	Fixed
83	Retrieval	01/23/2001	3:03	CARL GAUGH	District 1	VERN DANFOR	COULD YOU PLEASE HAVE THE SERVICES RESTARTED ON D1DDBS02 THE	SERVICES HAVE	Fixed
84	Retrieval	01/17/2001	1:05	KATHY HANDCO	TURNPIKE	VERN DANFOR	ACCEPT PAGES ON AN 18 PAGE DOCUMENT TAKES 49-24=35 MINUTES	CALL DISM	Open
85	Can not login	01/16/2000	2:45	TOORAJ	TURNPIKE	VERN DANFOR	DIFFERENT USER LOGS INTO HER MACHINE WHEN SENDING HITS LOTUS	COPY THE DIFF	Fixed
86	Can not login	01/16/2000	10:00	TOORAJ	TURNPIKE	VERN DANFOR	USER GETS ERROR CONNECTING TO ARCHIVE YOUR IS WRONG	1. CHECK PWD	Open
87	Retrieval	04/05/2001	2:27	JAN DAVIS	District 3	WINDY MARSH	MACHINE IN PANAMA CITY GIVING TRAY LOCK ERROR MESSAGE CLINT S	CLOSE SESSION	Fixed
88	Other	04/05/2001	10:10	JAN DAVIS	DISTRICT 3	WINDY MARSH	USER ONLY HAS THREE COLUMNS SHOWING IN HIT LIST	CHECK BOXES	Fixed
89	Store	04/06/2001	4:17	MELINDA RAIN	District 2	WINDY MARSH	USER HAVE BEEN ATTRIBUTING DOCUMENTS ALL DAY BUT CANNOT FINI	ONCE SURVICE	Fixed
90		03/16/2001	4:30	JAY STOEGER	DISTRICT 2	WINDY MARSH	USING A DOMAIN PROFILE AT PREVENTS USERS FROM ACCESSING TIS C	GHOSTED MAC	Fixed
91	Other	04/05/2001	10:30	MICHELE	DISTRICT 5	WINDY MARSH	YEI-EDMS YANG LOADED + THEY ARE TOSTING CANT DO FILE TRANSFER I	MULTIPLE PRO	Open
92	Capture	01/04/2001	*:00	JOHN CUMMIN	DISTRICT 7	VERN DANFOR	CONTRACTOR DOESNT LIKE THE QUALITY OF THE TIFF IMAGES STORED	I TRY TO DOWN	Open
93	Retrieval	12/20/2000	12:29	KATHY HILLMA	TURNPIKE	WINDY MARSH	RECEIVING TRAY LOCK OUY MESSAGES	COORDINATE	N/A
94	Can not login	12/20/2000	10:21	DONNA CARUS	DISTRICT 5	WINDY MARSH	ON A WINDOWS 98 LAPTOP, ARCIS IS WORKING LOGIN THE VERSION CC	PROBLEM RESC	Fixed
95	Can not login	12/14/2000	7:35AM	VINETTA LING	DISTRICT 6	WINDY MARSH	TRIED TO LOG IN THIS MORNING BUT THE SYSTEM WOULD LET ME ERRO	ARCIS ARCHIVE	Fixed
96	Can not login	06/01/2000	1:59	JOHN CORLEY	CO	WINDY MARSH	CANT LOGIN	STOP & START	Fixed
97	Capture	06/13/2000	7:46	MELINDA RAIN	DISTRICT 2	WINDY MARSH	ACCESSING THE ELECTRONIC DOCUMENT MANAGEMENT SYSTEM	USER WAS NOT	Fixed
98	Retrieval	03/10/2000	8:30	KATHY HANCO	DISTRICT 6	WINDY MARSH	SERVER NOT FOUND CANNOT FIND FILE	NEED TO UPGR	Fixed
99	Retrieval	02/24/2000	4:30	JOHN CORLEY	CO	WINDY MARSH	WHEN I TRY TO OPEN THE SAMPLE.AAD OR ANY OTHER NCI FORMATTED	FILE: ARC 367	Open

